



Complaints Policy

Easy Read Guide

Portsmouth Special Educational Needs and Disabilities
Information Advice and Support Service

What is a complaint?



A complaint is when you tell us you are unhappy about a service and you want a response from us.

You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done.



This easy read guide is about how to make a complaint about our services.

Please tell us what you think



We would really like you to tell us what you think about our services.



Please tell us what you think is good about the service.



Please tell us what you think is bad about the service.



Please tell us what we can do to try to make it better.

Who can help you tell us?



There are lots of people who can help you to tell us what you think:

- Support worker or advocate
- Manager of the service
- Social Worker
- Friends
- Family

How you can tell us



By email:

familyservices@roseroad.org.uk



Or phone: 023 8072 1234



Or by writing a letter to:

SENDIAS Services

The Rose Road Association

The Bradbury Centre

300 Alder Moor Road

Southampton

SO16 5NA

What happens if I complain?



We will treat you fairly.

We want to help put things right for you.



We will contact you within 4 weekdays of reading your complaint to let you know we have read it.



We will talk to you about your complaint and make sure we understand what the problem is.



We will listen to what you have told us and tell you what we will do about it.



We will write to you to answer your complaint within 1 month.

If you are unhappy with our response



You can tell our Chief Executive. Her name is Juno Hollyhock.



By email: junohollyhock@roseroad.org.uk.



She will look at your complaint and write to you within 1 month.